How to Customize a Campaign Flow if the Email Already Exists in Iterable

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The **Iterable - Email Lookup** extension checks whether a submitted email already exists in Iterable. If it does, the campaign either shows an error message or sends the visitor to a different page.

To use the extension, you will need at least one authenticated Iterable Integration configured in your Digioh account.

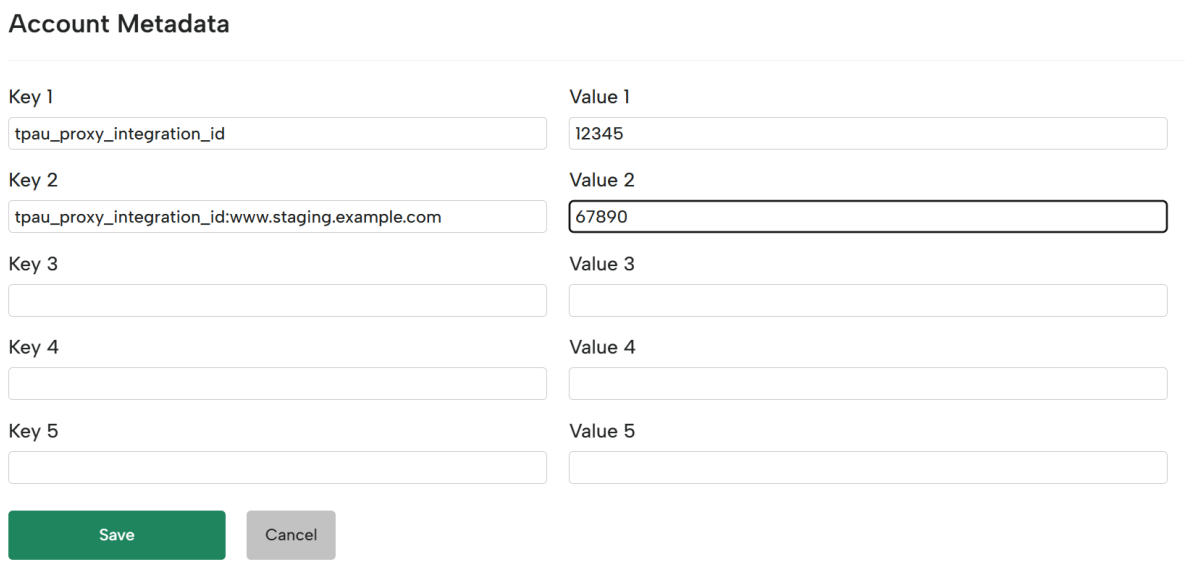
Install the extension

From the Digioh HQ, open your profile menu (your name, top right) and choose **Extensions**. Expand **Platform Interoperation**, then find **Iterable - Email Lookup** and click **Install**.

Connect the extension to Iterable

From the profile menu, go to **Account Metadata** and add the key **tpau_proxy_integration_id**. For the value, use the ID of your authenticated Iterable integration, which you can find on the **Connections** page (top navigation).

Along with configuring a default integration for the entire account, you can also configure site-specific integration IDs that use their own Iterable integration, using the key **tpau_proxy_integration_id:hostname**. This is useful if you are running multiple sites out of a single Digioh instance and/or have a sandbox site that you want to point to your Iterable sandbox:



Use the site's full, exact hostname, for example **tpau_proxy_integration_id:www.staging.example.com**. Don't include `https://` or a page path, and include `www.` if your site uses it.

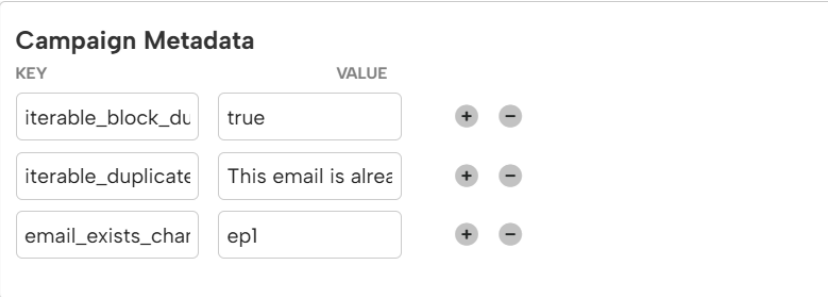
If **tpau_proxy_integration_id** isn't set, and no site-specific key matches the site's hostname, forms submit normally without checking Iterable.

> **IMPORTANT SECURITY NOTE:** By default, this extension potentially exposes the Iterable User Profile Fields in the browser. If your user profiles contain PII or otherwise sensitive data, you must configure the integration to "Restrict Profile Data" and select only the non-sensitive fields that you wish to use for targeting.

Campaign Level Metadata Keys

In the campaign editor, go to **Settings** > **Campaign Settings**, turn on **Campaign Metadata**, and use the **+** button to add a row for each key:

- **iterable_block_duplicate_emails** = `true`
- **iterable_duplicate_email_message** = "Email already exists"
- **email_exists_change_page** = one page name, such as `ep1`, `ep2`, `thx` or `main`
- **email_field** = the name of your email field (optional)



To enable the extension, the key **iterable_block_duplicate_emails** must be set to `true` (lowercase). Otherwise, the extension will not initialize.

If the key **iterable_duplicate_email_message** is not set, the default message shown will be: *"This email address is already registered."*

If both **iterable_duplicate_email_message** and **email_exists_change_page** are set, **email_exists_change_page** takes priority.

email_exists_change_page accepts only one page name. An invalid value, such as a list like `ep1,thx`, stops the form from submitting.

If **email_field** is not set, the extension reads the email from the standard email field. Set it only if your form collects email in a custom field.

Running into an issue or have a question? Reach out to our support team via support@digioh.com and we'll be happy to help!

Related Articles

- Iterable Owned Identification: Targeting and Personalizing Campaigns Using Iterable Data

- Troubleshooting: What to Do if Digioh Appears to Slow Down Your Site
- Suppress Campaign Display Based on Inline Interaction
- Create a Tool Tip Popup in Digioh (for Quizzes and Inlines)
- How to Override Page-Level Submission Settings
- How to Add an Integration to a Campaign